

STATE OF CALIFORNIA

MASTER SERVICE AGREEMENT

CONTRACT NO: 5-04-70-01, 5-04-70-02, and 5-04-70-03

COMMODITY: PAGERS AND PAGER SERVICES

CONTRACTOR: ARCH WIRELESS, METROCALL, & NETWORK SERVICES

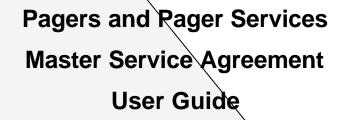
EFFECTIVE: MARCH 9, 2004 – MARCH 8, 2006

DISTRIBUTION CODE: ALL BSO's and PROCUREMENT OFFICES

PROCUREMENT DIVISION CONTRACT ADMINISTRATOR FOR THIS CONTRACT

IS <u>KAYLA DANN</u>

PHONE: (916) 375-4448 FAX: (916) 375-4663



State of California

Department of General Services

Procurement Division

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INTRODUCTION

A) PURPOSE

This Master Services Agreement (MSA) is designed to provide State and local agencies statewide with pagers and airtime services.

A local agency is any city, county, district, or other governmental body empowered to spend public funds per California Public Contract Code Section 10298.

DGS Administrative Fee

State and Local agencies by placing an order against this MSA, agree to pay the States administrative fee.

The Department of General Services (DGS) will directly bill each state and local agency for the amount of the administrative fee for use of Master contracts. The administrative fee should NOT be included in the order total, nor remitted before an invoice is received from DGS.

See DGS Price Book at www.ofs.dgs.ca.gov/Price+Book/P/Purchasing.htm for current fees.

B) BENEFITS

- 1) Choice of several contractors.
- 2) Fixed rates during the contract period.
- 3) This competitive procurement established fair and reasonable prices for pagers and airtime services.
- 4) Ability to purchase and or rent a contractor's full range of pagers and/or airtime services.
- 5) Disabled Veterans Business Enterprise (DVBE) participation requirements have been met.

C) ORDER PLACEMENT

Agencies may place an order at any time during the effective periods of the contract. All contracts shall be effective March 9, 2004 through March 8, 2006. The State, at its sole option, may extend this contract on a year-to-year basis up to two (2) additional years.

D) CONTRACTOR CATEGORIES FOR AWARD

All contractors, Arch, Network Services, and Metrocall, are awarded in the categories of Purchase of Pagers, Airtime, and Pager Rental with Airtime, in all twelve Caltrans districts. Also see Section L, M, and N for additional price lists.

E) CONTACTS

CONTRACTOR

Arch Wireless MSA #5-04-70-01

10461 Old Placerville Road, Suite 150 Sacramento, CA 95827

Telephone: 916-369-4111, Fax: 916-857-0993

Vendor # 710978, FEIN #22-3317420

Metrocall MSA #5-04-70-02

1750 Howe Ave., Suite 600 Sacramento, CA 95825 Phone 916-648-7969, Fax 916-565-1078 Vendor #627880, FEIN #91-1656640

Network Services MSA #5-04-70-03

525 S. Douglas Street El Segundo, CA 90245 Phone # 800-684-6485, Fax # 623-53504725 Vendor #782509, FEIN #95-4518953

STATE OF CALIFORNIA

Department of General Services
Procurement Division
Kayla Dann
707 3rd Street, 2nd Floor
West Sacramento, CA 95605
Phone 916-375-4448, Fax 916-375-4663

F) ORDERING GUIDELINES

1) NEW ORDERS

State agencies shall place orders against this contract by completing a Std. 65, Contract/Delegation Purchase Order. Local agencies may use their own purchase order document, however, it must include the same information required on the State's Std. 65.

Refer to the following web site for the Standard 65, Purchasing Authority Purchase Order Form and instructions revised 07/20/03.

http://www.documents.dgs.ca.gov/osp/pdf/std065.pdf

Once an agency procurement official has obtained the proper departmental and/or agency approvals, complete the Std. 65, then mail or fax it directly to the contractor to complete the order.

Departments must make a valid attempt to secure offers from viable contractors who are able to supply the good and/or provide services. Neither a lack of sufficient contractors nor the use of restrictive requirements meets the intent for obtaining offers.

Departments granted purchasing authority to use this MSA shall solicit a **minimum of three (3) offers** including one SB and/or DVBE when available and document the responses. See the Purchasing Authority Manual (PAM) at http://www.documents.dgs.ca.gov/pd/delegations/chapter06.pdf.

2) DISTRIBUTION

Copies of the Std. 65 or other purchase order <u>must</u> be sent to:

Department of General Services Procurement Division 707 3RD Street, 2nd Floor West Sacramento, CA 95605

3) TERMINATION

Any State or local agency may terminate any order issued against this agreement upon 30 days notice. This does not affect the standard termination clause of the Master Services Agreement concerning failure to perform or upon mutual consent.

4) AMENDMENTS

Original orders, which do not include options for changes (e.g., quantity or time), that were evaluated and considered in the selection for award during the Request for Offers process, may be amended consistent with the terms of the original order, provided that the original order allowed for amendments. If the original order did not evaluate options, then the NCB process must be followed for the amendment.

Copies of all amendments must be forwarded as stated above in #2) DISTRIBUTION.

5) AGENCY REPORTING REQUIREMENTS

Complete the Contractor Performance Report when an agency encounters problems with any contractor on this MSA. Please send this report to the DGS contact listed in Section E.

6) DVBE

Since the DGS/Procurement Division awarded this MSA, DGS will monitor and report any efforts towards DVBE participation. When placing an order against this MSA, agencies will not need to consider DVBE participation as a part of their selection criteria.

G) STATE POLICY FOR STATE AGENCIES

The use of master agreements is optional. Agencies shall optimize the benefits of the master service agreement program by comparing all price and service schedules carefully. Review all contract terms and conditions to obtain the best value.

H) STOCK NUMBER

The following Commodity Codes have been assigned for the purchase of pagers, pager components and pager services:

Pager purchase 582030002053
Pager Component (including recrystallization) 582000000013
Pager Accessory (e.g. pager holder) 582030000020
Pager airtime in hours 582030000032
Pager airtime by the year 582030000044

I. PRICE LISTS

All cost tables list the net price to state and local agencies. All discounts have been applied.

PAGER PURCHASE For basic Alpha/numeric		
Bidder	PAGER MODEL	STATE COST
	Motorola	
Arch	Advisor Elite	\$39.95
	Motorola	
Network Services	Advisor Gold	\$39.95
	Sun Telecom	
Metrocall	Titan 3	\$59.95

AIRTIME ONLY				
For basic Alpha/Numeric				
All Districts	PAGER MODEL	STATE MONTHLY COST	X 12 MONTHS	STATE ANNUAL COST
Arch	Motorola Advisor Elite			
		\$3.70	12	\$44.40
Network Services	Motorola Advisor Gold			
		\$3.70	12	\$44.40
Metrocall	Sun Telecom Titan 3			
		\$4.00	12	\$48.00

PAGER RENTAL & AIRTIME For basic Alpha/numeric							
All Districts		STATE MONTHLY COST	X 12 MONTHS	ANNUAL SUB TOTAL	INSURANCE PER UNIT/PER MONTH	X 12 MONTHS	TOTAL ANNUAL COST W/INSURANCE
	Model						
Arch	All	Ф0 7 Е	12	\$45.00	¢0.25	2.00	¢40.00
Network Services	Motorola Advisor Gold	\$3.75	12	\$45.00	\$0.25	3.00	\$48.00
		\$4.15	12	\$49.80	\$0.00	.00	\$49.80
Metrocall	Sun Telecom Titan 3						
		\$4.25	12	\$51.00	\$1.50	18.00	\$69.00
*Based on an order of 100 basic alpha/numeric pagers with insurance on 10% of the pagers ordered. Adjust the cost, based on your order.							

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K.

MASTER SERVICE AGREEMENT CONTRACT PERFORMANCE REPORT

GENERAL INFORMATION:	
Date:	Order Number:
Dept. and Agency Name:	
Contact Person:	Telephone #
_	
	Telephone #
Description Of Items/Services	Ordered:
ISSUE:	
Was it resolved to your satisfac	etion? Yes No
Provide a brief explanation of v	vhat happened:
What actions have been taken'	?
What actions, if any, are you re	questing to be taken?

L. Price Lists for additional pagers, accessories, ancillary services and re-crystallization

Arch Wireless, Inc.

Equipment Purchase

Numeric Pagers	
Equipment Name	State Rate*
Motorola Bravo Flex**	\$30.00
UCC Wireless Eagle Ranger**	\$30.00

Alphanumeric Pagers				
Equipment Name	State Rate*			
Sun Telecom Titan III**	\$54.95			
Motorola Advisor Elite Flex**	\$39.95			

Advanced Messaging / 2 Way Units				
Equipment Name	State Rate*			
Motorola T-900	\$74.95			
Percomm E-80	\$99.00			
TimePort P-935	\$175.00			

^{*} Reflects MSRP x Contract Rate Factor (1)

Arch Wireless, Inc.

Airtime Only - Equipment Purchase Required One-Way Pricing Customer Owned & Maintained

	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$1.70
Numeric	Statewide**	500	\$0.25	\$1.70
	Regional	500	\$0.25	\$7.90
	Nationwide	500	\$0.25	\$11.90
	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$3.70
Alphanumeric	Statewide**	500	\$0.25	\$3.70
	Regional	500	\$0.25	\$10.90
	Nationwide	500	\$0.25	\$14.90

Two-Way Advanced Messaging Services (COAM)

Customer Owned & Maintained - Airtime Only - Equipment Purchase Required

2 Way	Service	Call Allowance	Overcall Charge	State Rate*
T900 - P935 - E80	Nationwide	10K Characters	\$0.0010	\$7.95
1300 1333 - 200	Nationwide	Unlimited	n/a	\$17.95

^{*} Reflects MSRP x Contract Rate Factor (1)

^{**} Equipment model subject to change

^{**} Statewide coverage includes all 12 Caltrans Districts

Arch Wireless, Inc.

Rental / Airtime Pricing

One-Way Pricing (Lease)

Equipment Rental + Airtime

	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$1.75
Numeric	Statewide**	500	\$0.25	\$1.75
	Regional	500	\$0.25	\$7.95
	Nationwide	500	\$0.25	\$11.95
	Service	Call Allowance	Overcall Charge	State Rate*
	Local	500	\$0.25	\$3.75
Alphanumeric	Statewide**	500	\$0.25	\$3.75
	Regional	500	\$0.25	\$10.95
	Nationwide	500	\$0.25	\$14.95

Two-Way Advanced Messaging Services (Lease)

Equipment Rental + Airtime

	Service	Call Allowance	Overcall Charge	State Rate*
2 Way - T900	Nationwide	10K Characters	\$0.0010	\$9.95
	Nationwide	Unlimited	n/a	\$19.95
	Service	Call Allowance	Overcall Charge	State Rate*
2 Way - P935	Service Nationwide	Call Allowance 10K Characters	Overcall Charge \$0.0010	State Rate* \$14.95

^{*} Reflects MSRP x Contract Rate Factor (1)

^{**} Statewide coverage includes all 12 Caltrans Districts

Arch Wireless, Inc.

Ancillary Services

Voice Mail Options	Custom Greeting Length	Number of Messages	Incoming Message Length	Storage Time	State Rate*
Custom Greeting	15 sec	N/A	N/A	N/A	\$0.25
Voicemail - Low Option	15 sec	10	30 sec	12 hrs	\$1.00
Voicemail - Med Option	30 sec	10	45 sec	24 hrs	\$2.00
Voicemail - High Option	30 sec	20	120 sec	72 hrs	\$3.00
2 Way Voice Mail	30 sec	20	60 sec	72 hrs	\$3.00

Upgrades	Numeric State Rate*	Alphanumeric State Rate*	Two-Way State Rate*
Additional Phone Number	\$0.25	\$0.25	N/A
Group Call Leaders	\$1.00	\$1.00	\$1.00
Numeric Retrieval	\$1.00	N/A	N/A
Personal Toll-Free Number**	\$3.00	\$3.00	\$3.00
Op. Dispatch - Unlimited	\$7.50	\$7.50	\$7.50

^{**} Available on Nationwide service only

Pager Protection (per unit basis)	Maintenance (<u>Cust</u> <u>Owned</u>) State Rate*	Loss Protection (<u>Lease</u>) State Rate*	Deductible State Rate*
Numeric	\$0.25	\$0.25	\$10.00
Alphanumeric	\$0.25	\$0.25	\$25.00
T900	\$1.50	\$1.50	\$35.00
P935	\$3.00	\$3.00	\$75.00

^{*} Reflects MSRP x Contract Rate Factor (1)

M.

Metrocall

Paging Services

Service Type	Airtime	Rental	Insurance	Total
Numeric Local	\$ 1.75	\$ 0.10	\$ 1.00	\$ 2.85
Numeric Statewide	\$ 1.90	\$ 0.10	\$ 1.00	\$ 3.00
Numeric Nationwide	\$ 9.95	\$ -	\$ 1.00	\$ 10.95
Alpha Local	\$ 4.00	\$ 0.25	\$ 1.50	\$ 5.75
Alpha Statewide	\$ 4.25	\$ 0.25	\$ 1.50	\$ 6.00
Alpha Nationwide	\$ 9.95	\$ -	\$ 1.50	\$ 11.45
2way	\$ 9.95	\$ -	\$ 3.50	\$ 13.45

Enhanced Services

Service Type	Cost
Voice mail Compact	\$ 1.00
Voice mail Standard	\$ 2.00
Voice mail Executive	\$ 3.00
System Greeting	\$ 0.50
Custom Greeting	\$ 0.50
Numeric Retrieval	\$ 0.50
Toll Free #	\$ 4.95
Additional #	\$ 1.00
Group Cap Code	\$ 0.50
Pager Refreq	FREE

Pager Purchase Price

Pager Type	Cost
Motorola T900	\$ 59.95
Motorola P935	\$ 299.95
Titan 3	\$ 59.95
ST800	\$ 29.95

N.



Rates include Equipment Rental, Airtime & Maintenance

Pricing is the same for all districts (Districts 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 & 12)

ONE-WAY NUMERIC PAGING SERVICE		
	California State Price	
Local Coverage (Northern or	\$2.15	
Southern California)		
Statewide Coverage	\$2.95	
Regional (CA, AZ & NV)	\$3.70	
Nationwide	\$17.95	

ONE-WAY ALPHANUMERIC PAGING SERVICE		
	California State Price	
Local Coverage (Northern or	\$4.90	
Southern California)		
Statewide Coverage	\$5.90	
Regional (CA, AZ & NV)	\$6.90	
Nationwide	\$34.95	

ONE-WAY ALPHANUMERIC PAGING SERVICE Motorola Advisor Gold Only		
	California State Price	
Local Coverage (Northern or	\$4.15	
Southern California)		
Statewide Coverage	\$5.15	
Regional (CA, AZ & NV)	\$6.15	
Nationwide	\$34.15	

RIM NATIONWIDE COVERAGE WIRELESS E-MAIL	
	California State Price
Nationwide Coverage	\$44.95

MOTOROLA T900 2-WAY DEVICE		
	California State Price	
Nationwide	\$18.95	
1000-100 character messages		
\$0.05 cents per overcall		

- Unlimited pages unless otherwise noted
- Deductible for lost, stolen or damaged beyond repair
 \$20.00 Numeric pages
 \$40.00 Alpha Numeric pager

Nationwide	\$24.95
Unlimited messages	

Rates include Airtime Only

Pricing is the same for all districts (Districts 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 & 12)

ONE-WAY NUMERIC PAGING SERVICE		
	California State Price	
Local Coverage (Northern or	\$1.95	
Southern California)		
Statewide Coverage	\$2.75	
Regional (CA, AZ & NV)	\$3.50	
Nationwide	\$16.95	

ONE-WAY ALPHANUMERIC PAGING SERVICE		
	California State Price	
Local Coverage (Northern or	\$3.70	
Southern California)		
Statewide Coverage	\$4.70	
Regional (CA, AZ & NV)	\$5.70	
Nationwide	\$29.95	

RIM NATIONWIDE COVERAGE WIRELESS E- MAIL	
	California State Price
Nationwide Coverage	\$39.95

Motorola T900 2-Way device		
	California State Price	
Nationwide	\$13.95	
1000-100 character		
messages		
\$0.05 cents per overcall		
Nationwide - Unlimited	\$19.95	

WarrantyNew – 1 year

Refurbished - 6 Months



EQUIPMENT AVAILABLE TO PURCHASE		
Equipment model	California State Price	
ATI Illusion	\$23.95	
(New)		
Motorola Pronto	\$19.95	
(Refurbished)		
Motorola Bravo Plus (Refurbished)	\$19.95	
Motorola Bravo Flex (Refurbished)	\$23.95	
Motorola Advisor Gold (Refurbished)	\$39.95	
Motorola Elite	\$49.95	
(Refurbished)		
ATI Corporate	\$59.95	
(New)		
Motorola T900	\$69.95	
(Refurbished)		
Rim 850	\$145.00	
(New)		

ENHANCED SERVICES		
	California State Price	
Custom Greeting	\$0.50per month	
2 nd number	\$1.00 per month	
Operator Dispatch	\$10.95 includes 40 messages overcalls\$0.50 each	
Alpha paging software	Can be purchased from Inforad	
*Personal 800#	\$5.00 per month	
Numeric 200 pages per month		
*Personal 800#	\$5.00 per month	
Alphanumeric 100 pages per month		
Alphamate or Canamex paging device	\$5.00 per month	
360.LINK email service for numeric and	No Charge	
Alphanumeric pagers		
Every Alphanumeric pager includes a free	No Charge	
email address		
Pager Re-crystallization	Not available	



VOICEMAIL		
	California State Price	
ID (\/904\)	\$0.50	
JR. (V801)	φυ.50	
10 messages 12hr, retention		
1		
15 sec. Greeting		
15 sec. Message length	\$1.00	
Basic (V802)	\$1.00	
15 messages 24hr, retention		
15 sec. Greeting		
30 sec. Message length	\$2.00	
Standard (V803)	φ2.00	
20 messages 48hr. retention		
30 sec. Greeting 45 sec. Message length		
Deluxe (V804)	\$3.00	
	φ3.00	
25 messages 72hr, retention		
30 sec. Greeting		
60 sec. Message length		
Business (V805)	\$4.00	
25 messages	Ψ-1.00	
72hr. retention		
30 sec. Greeting		
120 sec. Message length		
*Personal 800#	\$5.00	

^{*} Includes up to 100 minutes per month. Overcall charges of \$0.08 per minute thereafter.